

Vacancy

Facilities Assistant

The FBC Centre is owned and run by Finchampstead Baptist Church and serves the local community by providing facilities and by basing its faith-based programme of activities within the Centre.

We are looking to employ a team of Facilities Assistants to ensure that the Centre and grounds are always in excellent condition and ready for guests using and hiring our facilities.

They will be responsible for setting up rooms and equipment; providing excellent customer care, including taking money and using the computerised booking system; ensuring all safety and security policies are adhered to (including health and safety and locking up procedures) and liaising with maintenance contractors. They will also undertake basic indoor and outdoor maintenance.

Previous experience working in a similar environment is desirable but not essential as full training will be provided.

Hours: Between 16-25 hours, including weekends and evenings. (Some zero hours contracts are also available.)

Further information, including our Equal Opportunities Policy, a Job Description and Person Specification can be found at www.finchampstead.com/jobs.

If you are interested in applying for the role of Facilities Assistant, please send your CV to jobs@finchampstead.com by **Saturday 7 March 2020**. You must include full details of your employment since leaving secondary education, and reasons for leaving. Please include any periods of voluntary work and/or training, providing reasons for any periods not in employment, education or training. Please also let us know if you would require any reasonable adjustments to be made during the selection process.

References will be taken up after initial interview and the successful candidate will be required to undergo an Enhanced Disclosure and Barring Service (DBS) check, an occupational health review and provide proof of their right to work in the UK.

Interviews will be held on Thursday 12 March.

Facilities Assistant

Purpose Statement:

Assist the Facilities Manager to ensure that the different environments of the FBC Centre are always in the best condition for guests and assistance is always available.

Win Statement:

Guests to the FBC Centre are pleased to return due to the quality of the environments they experience.

Reports to:

Facilities Manager

Direct Reports:

None

Responsibilities:

1) Customer Service

- a) Provides support to guests and those hiring rooms as required;
- b) Covers the Reception area when required, dealing with bookings when appropriate;
- c) Sets up and takes down rooms, moving furniture and equipment when necessary;
- d) Provides First Aid assistance to guests and staff when required.

2) Safety and Security

- a) Ensures all security procedures are followed, including unlocking and locking up the building securely;
- b) Ensures all safety procedures are followed including regular fire alarm checks;
- c) Liaise with security company if an issue arises.

3) Buildings maintenance

- a) Ensures the FBC Centre and grounds are kept clean and tidy when on duty;
- b) Assists in buildings maintenance as required (including onsite house).

4) Other Areas of Responsibility

- a) Any other responsibilities as necessary to support the operation of the church and centre.

Work schedule:

16 - 25 hours a week, daytimes, including Saturdays and some evenings.

Person Specification

Facilities Assistant

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Skills & Knowledge

Basic practical skills, eg simple DIY & maintenance.

IT literacy, including ability to use a computerised bookings system. (NB training in the specific system will be provided.)

Experience

Previous experience of facility assistance, eg setting up rooms and equipment, following security procedures etc is desirable but not essential.

Experience of working in a customer-facing environment is also desirable but not essential.

Qualifications

Any health and safety qualifications, including first aid, are desirable but not essential, as training will be provided.

An Enhanced DBS check will be required after appointment.

Personal Qualities

Maintains high standards: seeking excellence in service provision and building aesthetics.

Attention to detail: a keen eye for accuracy.

Self-motivation: ability to work on own for significant amounts of time, including late into the evening.

Flexibility: willing to respond to the needs of others or situations that require immediate attention.

Trustworthy: to handle money and work unsupervised.

Personable with good communication skills: to liaise with contractors and staff and provide great customer care.

Values: Willing to work within the values and approach of a faith-based organisation.